

ISSUED TO:

**CSRA, LLC (CSRA)
UNDER THE ITES-2S W91QUZ-06-D-0018
MULTIPLE AWARD CONTRACTS**

ISSUED BY:

**The Federal Systems Integration and Management Center (FEDSIM)
2100 Crystal Drive
Suite 800
Arlington VA 20406**

29 September 2008

TASK ORDER (TO)

GST0008AJ0045

**Field Technician Support for the Unit Level Logistics Systems – Aviations (Enhanced)
(ULLS-A/E) and the Standard Army Maintenance System – Enhanced (SAMS-E)**

IN SUPPORT OF:

Software Engineering Center - Lee (SEC-Lee)

FEDSIM Project Number 28137ARM

C.1 PURPOSE

The purpose of this Task Order is to provide Operations and User Maintenance (O&UM) ULLS-AE and SAMS-E support for the Warfighter. This includes customer assistance; site visits to troubleshoot application load errors and system failures; provide system integration services; investigate incidental and recurring maintenance problems; and follow-on training in support of ULLS-A users and SAMS-E. Customer Assistance site visit schedules, locations, and personal requirements shall be determined based upon requests from users.

C.2 BACKGROUND

The Software Engineering Center - Lee (SEC-Lee) is responsible for developing, testing, maintaining, documenting, and fielding logistics systems throughout the tactical and non-tactical Army. The SEC-LEE reports to the Software Engineering Center (SEC). SEC exercises Department of the Army program management for research, development, systems engineering, integration, testing, logistics, fielding, documentation and resource management of the Army's logistics, personnel, contracting, and procurement software and hardware systems.

SEC-Lee is composed of nine (9) automated systems: ULLS-Ground (G); ULLS-Aviation (Enhanced) (ULLS-AE); PBUSE; SARSS; SAAS, SAMS; SAMS-E; and SAMS-IE.

C.2.1 CURRENT IT/NETWORK ENVIRONMENT

The Contractor Field Technician (s) (CFT (s)) shall operate under the current Windows XP, Windows 2000, WIN NT and other Operating Systems environment as needed. Part of their job is to maintain and trouble shoot problems with relational databases.

The Standard Army Maintenance System (SAMS) consists of a collection of sub-applications that provide Army users and logistics personnel easy access to day-to-day weapon systems and sub-component readiness status, maintenance and repair parts information, and facilitate their management functions. The enhanced version of the Standard Army Maintenance System (SAMS-E) consists of both SAMS-1E & SAMS-2E applications (enhancements to SAMS-1 and SAMS-2, components of the Standard Army Maintenance System). Considered to be a mission critical system, SAMS-E supports Combat Services Support (CSS) Table of Organization and Equipment (TO&E) unit-level maintenance elements and Field and Sustainment maintenance shop production activities. SAMS-E improves Standard Army Maintenance System components SAMS-1 and SAMS-2 by adding a Windows graphical user interface (GUI), integrating the Windows XP operating system and merging functionality of the Unit Level Logistics System-Ground component (ULLS-G) into SAMS-1. These enhancements satisfy a HQDA G3/NETCOM directive to upgrade Army systems from the MS DOS, Windows 2000 and Win NT operating systems.

C.3 SCOPE

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The scope of this task order shall encompass all activities necessary to provide functional field service, customer assistance, and Product Officer (PO) support for SEC-Lee logistics systems. The scope of work is for Operations and User Maintenance (O&UM) contractor support for two (2) software applications: ULLS-AE and SAMS-E. The O&UM support is provided by Contractor Field Technician (s) (CFT (s)) in support of the Warfighter. The contractor shall provide remote and on-site technical assistance in support of ULLS-AE and SAMS-E that includes: troubleshooting system and application errors, system failures, provide integration services, and investigate incidental and/or recurring software maintenance problems. In addition, the contractor shall provide scheduled and unscheduled site visits; facilitate training of any ULLS and SAMS system modifications and/or upgrades. The predominance of work is for newly deployed Army Units Overseas.

C.4 OBJECTIVE

The objective of this Statement of Work (SOW) is to provide contractor field support, customer assistance, and project management support to the SEC-Lee located in Ft. Lee, Virginia.

C.5 TASKS

C.5.1. TASK 1 – TASK 1: PROJECT KICKOFF AND TRANSITION

C.5.1.1 SUBTASK 1 – COORDINATE A PROJECT KICKOFF MEETING

The contractor shall participate in a post-award project kickoff meeting within 10 workdays of TO Award. The Government will schedule the kickoff meeting and all contractor Key Personnel shall attend. The contractor will prepare, for Government approval, an agenda for the kickoff meeting that includes, as a minimum, an overview of project tasks, transition issues, security requirements, and other logistics issues. The contractor shall also provide the meeting minutes and action items resulting from the kickoff meeting.

C.5.1.2 SUBTASK 2: PREPARE TRANSITION PLAN

Transition ensures the incoming prime contractor is afforded the opportunity to develop a thorough understanding of the existing system life-cycle management processes and system requirements; define, implement, and receive government concurrence of any new or changed management processes based on the contractor's proposal, and assume responsibility for system (s) sustainment. All transition-in activities will be based on a zero (0) day transition period; however, there is a "Transition Plan" Deliverable required fifteen (15) days after TO award. See Section H.1 "Transition" for additional information.

C.5.2 TASK 2: PROGRAM MANAGEMENT SUPPORT

The contractor shall provide program management support for ULLS-AE and SAMS-E. The contractor shall provide Subject Matter Expert (s) and/or Functional Analyst Expertise (FAE) for ULLS-AE and SAMS-E in the following areas: technical assessment; design; development; acquisition of applicable software and hardware "Tools"; production; fielding; and post

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deployment support including training of ULLS-AE and SAMS-E. Program Management support shall include the following:

C.5.2.1 The contractor shall provide Subject Matter Expert (s) for the development of overall product management policies and plans for life cycle management of ULLS-AE and SAMS-E. This scope of work shall include control, direction, and execution, of requirements in support of ULLS-AE and SAMS-E. ULLS-AE and SAMS-E encompass these general logistical functional areas: maintenance, property accountability, supply, and transportation.

C.5.2.2 The contractor shall provide Subject Matter Expert (s) in responding to functional and technical issues various Army Components. As required to support ULLS-AE and SAMS-E, the contractor shall perform the role of the SEC-Lee Technical Representative in meetings with the U.S. Army (USA), Office of the Secretary of Defense (OSD), and other U.S. Armed Services Representatives. The contractor shall prepare and provide briefings on Logistics Information Systems (LIS) content, schedules, and performance to various audiences to include General Officer or equivalent Federal Civilians. The contractor shall assist in the development and presentation of documents in support of the USA Information Mission Area (IMA) initiatives. The contractor shall work closely with USA Representatives to rank, review, and provide milestones for functional system enhancements of ULLS-AE and SAMS-E or any related enterprise wide initiatives.

C.5.2.3 The contractor shall provide ULLS-AE and SAMS-E configuration and system assessments, followed by recommendations for performance improvement. The contractor shall apply its knowledge of computer hardware to ensure the most cost effective hardware solution is used to operate the Standard Army Information Management System (STAMIS). The contractor shall assist the Government in placing timely orders for hardware by ensuring the correct configurations are specified in the Government's request for quote to facilitate the utilization of the SEC-Lee systems in the field. The contractor shall review IMA communication plans to ensure compatibility with current and future STAMIS hardware and software requirements. The contractor shall additionally provide functional support to the various tests conducted both internal (SDT and LVST) and external. (The sentences below will be removed upon TO award – In order to assist the offeror in the submission of their technical and cost proposals, the GSA FEDSIM CO will enclose a website in order for offeror's to familiarize themselves with STAMIS. The website incorporates two (links) for ULLS-AE and SAMS-E that provides useful information. Offeror's shall not contact STAMIS personnel in any capacity; all questions shall be directed to the GSA FEDSIM CO. The website is: <http://www.cascom.army.mil/esd/stamis>.)

C.5.2.4 The contractor shall prepare a monthly significant action Letter of Finding (LOF) as a result of this task. The LOF shall contain a brief description of the support activities accomplished during the month. The contractor shall identify meetings/briefings attended; issues/inquiries responded to, methodology used to solve problems, analysis used to resolve problems, effects on schedule, and analysis conclusions and recommendations. The LOF shall include the following sections: Executive Summary, Background, System Environment, Methodology, and Analysis.

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C.5.2.5 The contractor shall provide Monthly Status Reports (MSR (s)) in a format in accordance with the guidance provided by the Government. MSR (s) shall contain the following information: contractor performed tasks and subtasks, status of current and planned analyses and other deliverables, projections of planned travel and meetings, discussion of problems/opportunities identified and lessons learned, and lists of meetings attended, items purchased with Government funds, and travel accomplished. The MSR shall also contain financial reports detailing funds expended during the period of performance with cumulative expenditures, costs incurred but not billed, status of invoices (paid/outstanding), and funding remaining.

C.5.3 TASK 3: CONTRACTOR FIELD TECHNICIAN (CFT) SUPPORT

The contractor shall provide Contractor Field Technicians (CFT (s)) for remote and on-site O&UM support for ULLS-AE and SAMS-E. The contractor shall provide highly responsive operations and user maintenance support services for the purpose of identifying, documenting, and implementing proper repeatable processes and procedures to operate, sustain, and manage ULLS-AE and SAMS-E.

General Duties include; however, not limited to the following:

- Assist users in the operation of ULLS-AE and SAMS-E.
- Assist in certification and validation of log books.
- Communicate rapidly with USA and Government personnel regarding software application issues and provide instructions to correct.
- Maintain government approved forms and records as each relate to ULLS-AE and SAMS-E.
- Provide remote and on-site briefings and/or training on procedures, roles and responsibilities to USA or Government personnel for ULLS-AE and SAMS-E.
- Provide systems maintenance which includes data management and recovery of ULLS-AE and SAMS-E files.
- Provide installation of software and hardware.

C.5.3.1 SUBTASK 1 – ULLS-AE CFT SUPPORT

Specific Duties of the ULLS-AE CFT (s) include; however, not limited to:

- Provide functional and technical support for ULLS-A (E) programs to include: Log Book, Quality Control, Production Control, Back Shops, Decision Support Systems, Flight Operations, Deployable Server, supply, AMATS, and CSSAMO.
- Reformat, and implement, all applicable Standard Army Maintenance Information Systems (STAMIS), including Laptops and Servers.
- Assist in the certification and validation of all historical aircraft and log book records with customers to insure accuracy.
- Research conflicts of data entries in customer historical forms and records to ensure quality historical records for the fielded unit.
- Provide user training after system upgrades.

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- Provide Government Furnished Information (GFI) (i.e. operations and user maintenance reports).
- Provide data migration from paper documents into electronic format.
- Provide O&UM assistance to USA and Government personnel.
- Coordinate recurring data base submission requirements and quality questions as necessary
- Provide logistical support for ULLS-A SCP6 hardware and software.
- Operate independently as a Subject Matter Expert in remote locations to assist customers with ULLS-A (E) issues
- During Government approved travel, the CFT shall remain in an on-call status and provide rapid O&UM assistance to USA and Government personnel.

C.5.3.2 SUBTASK 2: SAMS-E CFT SUPPORT

Specific Duties of the SAMS-E CFT (s) include; however, not limited to:

- Troubleshoot and resolve relational database problems.
- Install/load new Army approved software version releases.
- Maintain Windows XP Professional server operating system and perform light troubleshooting and maintenance of server hardware.
- Assist personnel in drafting Standard Operating Procedures and operating manuals. The CFT shall provide telephonic help services to assist in resolving user problems and perform software troubleshooting.
- Restore system files, fix corrupt files, rebuild data files, and maintain the security files.
- Perform light hardware maintenance to include printer setup, trouble-shooting and maintenance. The CFT shall assist new users with system requirements and techniques. The Contractor shall provide monthly status reports to the SEC-Lee, the COR, and the field unit being supported. The support for SAMS-E is only OCONUS. Overseas locations include Iraq, Afghanistan, and Kuwait. Additional locations may require support as changes occur in the Army's mission requirements.

These individuals should be prepared to deploy to OCONUS locations, including theaters of operations, in support of field units. Pertinent information on requirements and conditions of serving overseas units can be accessed at <http://www.amc.army.mil/amc/rda/rda-ac/ck/ck-prime.htm> "Contingency Contracting and Contractor on the Battlefield Policy, Guidance, Doctrine, and Other Relevant Information."

C.5.4 TASK 4: CUSTOMER ASSISTANCE SUPPORT

The contractor shall provide regular O&UM preventive maintenance site-visits in support ULLS-AE and SAMS-E. Customer Assistance site visit schedules, locations, and the number of personnel required shall be determined based upon requests from client users. All Customer Assistance visit requests must be pre-approved by SEC-Lee and the FEDSIM COR.

As a general rule, trip requests shall be submitted for approval a minimum of two weeks before the requested support is required. Customer Assistance request letters shall include the purpose, time, location, number of personnel, and estimated travel costs. For estimating purposes, an

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average site visit shall equate to 14 calendar days for two (2) people. The contractor shall prepare and deliver to the SEC-Lee, the FEDSIM COR, and the field unit supported, a Customer Assistance Trip Report/Letter of Finding (LOF) within five days of completion of each site visit. The LOF shall document the customer name, location, the problem identified, problem explanation and background, problem resolution, and recommendations based upon trend analysis and probability of the problem occurring at other locations. Training materials and approved application software will be provided by SEC-Lee. For planning purposes, the Government estimates that up to nine (9) total site visits (for a total of 252 staff days) will be required over a three month task period.

C.6 SECTION 508 COMPLIANCE REQUIREMENTS

Unless the Government invokes an exemption, all EIT products and services proposed shall fully comply with Section 508 of the Rehabilitation Act of 1973, per the 1998 Amendments, and the Architectural and Transportation Barriers Compliance Board's Electronic and Information Technology Accessibility Standards at 36 CFR 1194. The contractor shall identify all EIT products and services proposed, identify the technical standards applicable to all products and services proposed and state the degree of compliance with the applicable standards. Additionally, the contractor must clearly indicate where the information pertaining to Section 508 compliance can be found (e.g., Vendor's or other exact web page location). The contractor must ensure that the list is easily accessible by typical users beginning at time of award.

The contractor must ensure that all EIT products and services proposed that are less than fully compliant, are offered pursuant to extensive market research, which ensures that they are the most compliant products available to satisfy the solicitation's requirements.

If any such EIT product or service proposed is not fully compliant with all of the standards, the contractor shall specify each specific standard that is not met; provide a detailed description as to how the EIT product or service does not comply with the identified standard(s); and shall also indicate the degree of compliance.